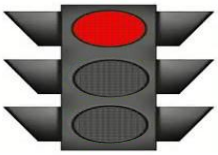
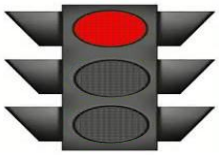
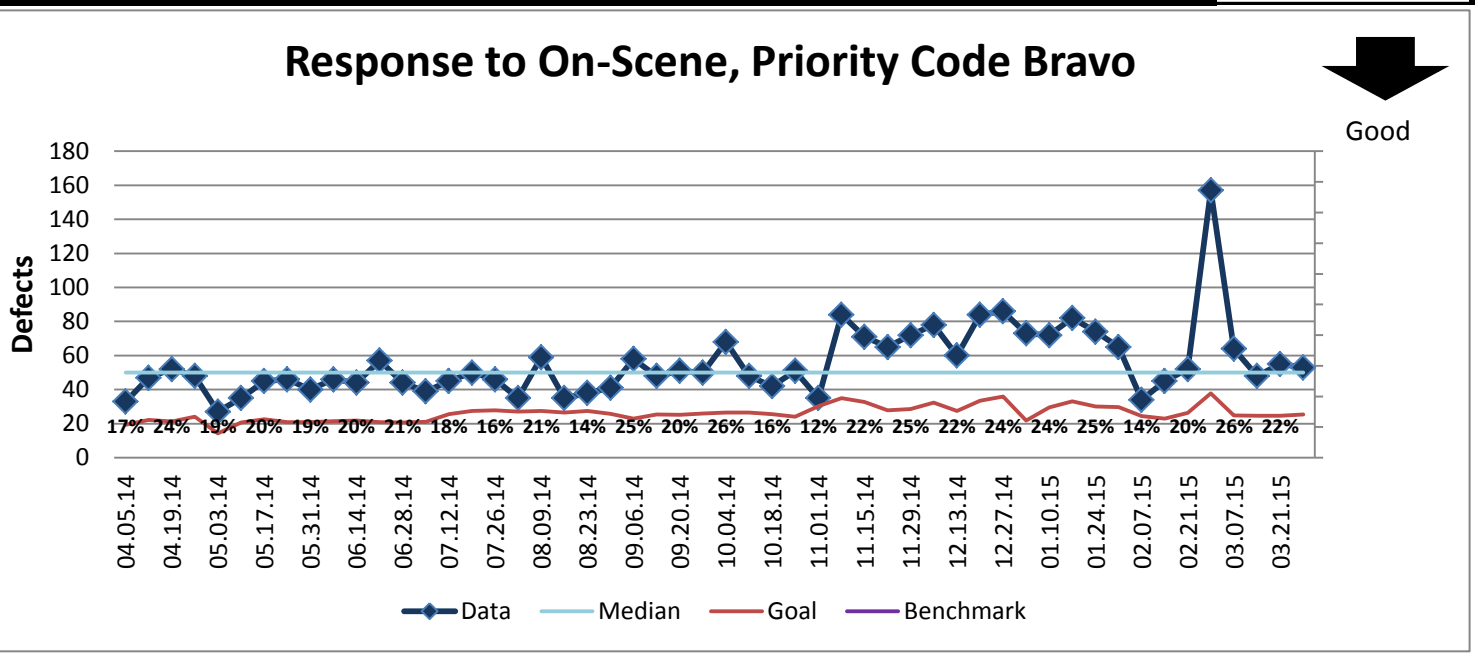
Response to On-Scene, Priority Code Bravo
Emergency Medical Services

KPI Owner: Major Mike Tully | **Process: Emergency Response**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: 12 minutes or less 90% of the time Benchmark: TBD	Data Source: CAD Goal Source: LMEMS Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Weekly count of prioroity bravo response to onscene times that exceed the goal of 12 minutes. Why Measure: To understand system capability & customer expectations Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering entire call to response process.

How Are We Doing?

03.30.14-03.28.15 12 Month Goal	03.30.14-03.28.15 12 Month Actual		03.22.15-03.28.15 Goal	03.22.15-03.28.15 Actual	
1,348	2,877		25	53	
Defects	Defects		Defects	Defects	



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.

Report Generated: 05/11/2015 | Data Expires: 05/13/2015